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October 10, 2019

The Honorable Jocelyn G. Boyd
Chief Clerk/Administrator
The Public Service Commission of South Carolina
101 Executive Center Drive, Suite 100
Columbia, SC 29210

Re: Smart Meter Usage App Offered by Duke Energy Carolinas, LLC
and Duke Energy Progress, LLC

Dear Ms. Boyd:

I am filing this letter to provide information to the Commission related to a new smart phone application called the Smart Meter Usage App (the "App") being developed by Duke Energy Carolinas, LLC ("DEC") and Duke Energy Progress, LLC ("DEP") (together, the "Companies"). The Companies will make a limited offering of this option to customers during the first quarter of 2020.

The App will enable residential customers to view their current real-time energy usage in 3-second intervals at a continuous rate, in addition to their usage information for the prior 48 hours in 1-minute increments. As an example, if the customer turns on his kitchen lights while the App is open and receiving the streaming usage data, within three seconds he will see a rate of change in current electricity usage. Customers will be able to use this information to recognize the appliances and devices in their home that utilize the most energy. Using that information, customers could adjust their habits to lower their energy consumption or service those appliances and devices that are consuming more electricity than expected. The App will enable customers to have more direct control over their bills, becoming more cognizant of how they use electricity and which devices or appliances are using the most electricity.

The App works by receiving data from a gateway device installed in the customer's home that communicates with the customer's smart meter using a wireless secure energy protocol. The initial phase of the App's availability will be used to collect the following information: customer satisfaction and feedback; level of customer usage of the App; the secure storage capabilities and performance of the gateway device; rates of error in connecting to receive energy usage data; and number of customer service calls related to the App.

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The App will initially be available to 1,500 DEC customers in South Carolina and 1,500 DEP customers in South Carolina. Availability will be limited while the Companies test this technology.

The Companies will market the App to eligible customers through direct mail and email, and customers must choose to opt-in in order to use the App. Customer information will only be collected and shared in accordance with the Code of Conduct on file with this Commission. Given that smart meter deployment is essentially complete in the DEC service territory in South Carolina, combined with the fast-paced deployment in the DEP service territory, the Companies will be able to market the App within both DEC and DEP service territories in South Carolina. Overall, the App will be available to residential customers who have certified smart meters, have an account in good standing, and reside in single-family dwellings. Participants will also need to have internet in their home and have energy only rates. The App will not be available to customers on net metering, demand, or time of use rates.

By filing this informational letter, the Companies wanted to ensure they communicated the work being done to provide new options for customers.

Sincerely,



Heather Shirley Smith

cc: Becky Dover, Esq., SC Dept of Consumer Affairs
Carri Grube-Lybarker, Esq., SC Dept of Consumer Affairs
Andrew Bateman, Esq., Office of Regulatory Staff
Dawn Hipp, Office of Regulatory Staff
Nanette Edwards, Office of Regulatory Staff